

Alliance International

DISTRIBUTION PARTNER FOR THE AV INDUSTRY

YOKOGAWA Service Request Form

Fax: (858) 558-2031 Tel: (858) 558-2030

We sincerely apologize for any trouble you have experienced with your product. Please be assured that we will do everything we can to assist you. To help expedite this process, kindly print & complete the form below, fax it to us, then one of our Customer Care Representatives will issue you an RMA#. Please wait until we have faxed this form back to you with an RMA# before returning the product.

Company/Organization: _____

Return Address: _____

Contact Person: _____

Billing Address: _____

City: _____

Ship To Contact: _____

State: _____ **Zip Code:** _____

Contact Phone: _____

Tel Number: _____

Fax Number: _____

E-Mail: _____

Model Number: _____

Serial Number: _____

Please send equipment to:
Alliance International
Projector Doctor Dept.
12720 Danielson Court, Ste C
Poway, CA 92064

ATTN: RMA# _____

Please fax a copy of your invoice as verification of in-warranty period
Required for In-Warranty requests

Circle One: In Warranty **Out of Warranty

**On all out of warranty repairs, a non-refundable \$150.00 evaluation and/or release fee is due upon receipt of the RMA#. Please include your credit card information in the space provided below if you require a loaner/exchange unit, or for non-warranty repair work. Please sign the space below authorizing us to charge a \$150 evaluation and/or release fee for non-warranty repair, or allowing us to charge you the price of a replacement unit if your unit is not returned to us.

I UNDERSTAND THE ABOVE STATEMENT AND AUTHORIZE ALLIANCE INTERNATIONAL TO CHARGE \$150.00 EVALUATION AND/OR RELEASE FEE. IF I OBTAIN A REPLACEMENT/LOANER UNIT, I AUTHORIZE ALLIANCE INTERNATIONAL TO CHARGE ME THE RETAIL VALUE OF THE REPLACEMENT/LOANER UNIT IF I DO NOT RETURN THE UNIT REQUIRING SERVICE OR THE LOANER UNIT AFTER THE REPAIR IS COMPLETED.

Signature: _____ **Date:** _____

AMEX VISA MASTER CARD EXP DATE: _____

Credit Card #: _____

Name on Card: _____

Description of Problem/Notes (please be as specific as possible):

THANK YOU FOR YOUR COOPERATION!